

WHAT IS CLAIMED IS:

1. A service execution method comprising:
receiving a service request from a user;
obtaining load information of a server device
5 corresponding to the service request from a device for
managing the load information of the server device; and
requesting another server device to process the
service request if it is judged that a load on the server
device included in the load information is higher than a
10 predetermined value.

2. The service execution method according to
claim 1, further comprising:
obtaining load information of the other server
15 device from a device for managing the load information of
the other server device; and
sending a process delay notification to the user
if it is judged that a load on the other server device is
higher than the predetermined value.

20 3. The service execution method according to
claim 1, further comprising:
adding the service request with respect to which
the process delay notification is sent, to an end of a queue
25 for holding service requests with respect to which the
process delay notification is sent; and
processing a service request at head of the queue

by the server device if it is judged that the load information of the server device obtained from the device for managing the load information is lower than the predetermined value.

5

4. The service execution method according to claim 3, wherein the service request is processed by sending mail to the user.

10

5. A service execution method comprising:

extracting privilege information from a content privilege information file storing privilege information on content;

15

extracting information on a user from a user information file storing information about users who use services;

extracting a standard operation sequence from a basic service database storing standard operation sequences for executing the services;

20

extracting a modification rule from a basic operation modification rule database storing rules for modifying the standard operation sequences; and

25

modifying the standard operation sequence by applying the modification rule thereto with reference to the content privilege information and the user information, to obtain a operation sequence matching the user.

6. A service execution method comprising:
extracting information on content related to a
service requested by a user, from a content file storing the
content; and

5 operating the information on the content in
accordance with a operation sequence matching the user.

7. The service execution method according to
claim 6, wherein user information includes a bonus point
10 reflecting preference or usage of the user.

8. A service execution method comprising:
obtaining an attribute of a client device used by
a user, from first storing means storing client devices and
15 attributes thereof in association with each other;

obtaining a model corresponding to the client
device used by the user with use of the attribute of the
client device of the user, from second storing means storing
attributes of client devices and models corresponding
20 thereto; and

modifying a service obtained in compliance with a
request from the user according to the model and sending the
modified service to the user.

9. The service execution method according to
claim 8, wherein if the second storing means does not store
a model corresponding to the client device, the service is

modified using a model corresponding to a standard device.

10. A service execution method comprising:
periodically acquiring from an information
5 provider content which is used to provide a service; and
updating the acquired content and storing the
updated content in a content storage device.

11. The service execution method according to
10 claim 10, wherein the content storage device is checked to
detect damaged content, and if damaged content is detected,
the information provider is requested to retransmit
corresponding content.

12. The service execution method according to
15 claim 10, wherein the content is acquired through a network.

13. A service execution method comprising:
creating content used to provide a service and
20 storing the created content in an original content storage
device; and

acquiring the content from the original content
storage device and periodically transmitting the acquired
content to a service supplier.

25

14. A service execution method comprising:
making a service request to a service supplier by

using a client device; and

acquiring load information of a server device corresponding to the service request from a device by means of which the service supplier manages the load information of the server device, and if it is judged that a load on the server device included in the load information is higher than a predetermined value, receiving by means of the client device a result of processing by another server device.

10 15. The service execution method according to claim 14, further comprising:

acquiring load information of the other server device from a device by means of which the service supplier manages the load information of the other server device, and if it is judged that a load on the other server device is higher than the predetermined value, receiving a process delay notification by means of the client device.

20 16. The service execution method according to claim 14, further comprising:

adding the service request with respect to which the process delay notification is sent, to an end of a queue for holding service requests with respect to which the process delay notification is sent, and if it is judged that the load information of the server device obtained from the device for managing the load information is lower than the predetermined value, receiving by means of the client device

a result of processing of a service request at head of the queue by the server device.

17. The service execution method according to
5 claim 16, wherein a user receives the result of processing of the service request by mail transmitted to the client device.

18. A service execution apparatus comprising:
10 means for receiving a service request from a user;
means for obtaining load information of a server device for processing the service request;
means for determining whether or not a load on the server device included in the load information is higher
15 than a predetermined value; and
means for requesting another server device to process the service request if it is judged that the load on the server device is higher than the predetermined value.

19. The service execution apparatus according to
20 claim 18, further comprising:
means for obtaining load information of the other server device; and
means for determining whether or not a load on the
25 other server device included in the load information of the other server device is higher than the predetermined value.

20. The service execution apparatus according to claim 19, further comprising:

means for sending a process delay notification to the user if it is judged that the loads on both the server device and the other server device are higher than the predetermined value.

21. The service execution apparatus according to claim 20, further comprising:

10 a queue for holding service requests with respect to which the process delay notification is sent, and

queue creating means for adding to the queue the service request with respect to which the process delay notification is sent.

15

22. The service execution apparatus according to claim 18, wherein the server device and the other server device include respective content storage devices for storing content corresponding to the service request from the user, said content storage devices including means for holding identical content synchronized with each other.

23. The service execution apparatus according to claim 22, wherein the content is synchronized by transmitting/receiving a difference in updated content.

24. A service execution apparatus comprising:

a content privilege information extracting device for extracting privilege information from a content privilege information file storing privilege information on content;

5 a user information extracting device for extracting information on a user from a user information file storing information about users who use services;

a basic service database for storing standard operation sequences for executing the services;

10 a basic operation modification rule database for storing rules for modifying the standard operation sequences; and

a user-oriented operation generating device for modifying a standard operation sequence for executing a service stored in the basic service database, by applying thereto a rule obtained from the basic operation modification rule database with reference to the content privilege information supplied from the content privilege information extracting device and the user information supplied from the user information extracting device.

15

20

25. The service execution apparatus according to claim 24, further comprising:

a content information extracting device for extracting information on content related to a service requested by the user, from a content file storing the content,

25

wherein the content obtained from the content information extracting device is serviced in accordance with a operation supplied from the user-oriented operation generating device.

5

26. The service execution apparatus according to claim 24, wherein the user information includes a bonus point reflecting preference or usage of the user.

10

27. A service execution apparatus comprising:

first storing means for storing client devices and attributes thereof in association with each other;

15

first acquiring means, responsive to use of a client device by a user, for acquiring from the first storing means an attribute corresponding to the client device used by the user;

second storing means for storing models corresponding to the client devices in association with the respective attributes of the client devices;

20

second acquiring means for acquiring from the second storing means a model corresponding to the client device of the user; and

25

a result generating device for obtaining the attribute of the client device from the first acquiring means and the model corresponding to the client device from the second acquiring means, and modifying a service obtained in compliance with a request from the user so as to match

the client device.

28. The service execution apparatus according to claim 27, wherein if the second storing means does not store
5 a model corresponding to the client device, the service is modified using a model corresponding to a standard device.

29. A service execution apparatus comprising:
means for periodically acquiring from an
10 information provider content which is used to provide a service; and

content storing means for updating the acquired content and storing the updated content.

30. The service execution apparatus according to claim 29, wherein the content is deleted from the content
15 storing means in accordance with a delete instruction from the information provider.

31. The service execution apparatus according to claim 29, further comprising:

a content checking device for checking the content
storing means to detect damaged content, and wherein if
damaged content is detected, the content checking device
25 requests the information provider to retransmit corresponding content.

32. The service execution apparatus according to claim 29, wherein the content is acquired through a network.

33. A service execution apparatus comprising:
5 means for creating content used to provide a service;

original content storing means for storing the created content; and

10 means for acquiring the content from the original content storing means and periodically transmitting the acquired content to a service supplier.